Reset Password:
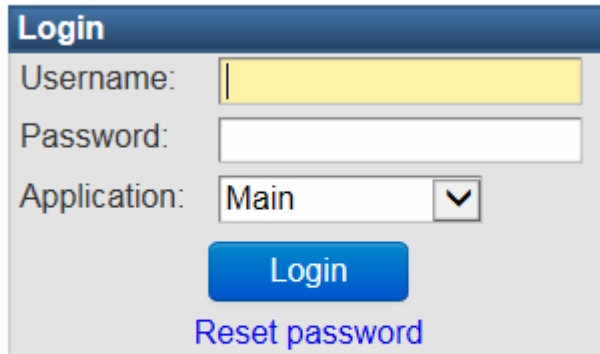******NOTE: THIS PROCESS ONLY WORKS IF USER HAS PREVIOUSLY SET UP A SECURITY QUESTION IN THEIR THISIS USER PROFILE******
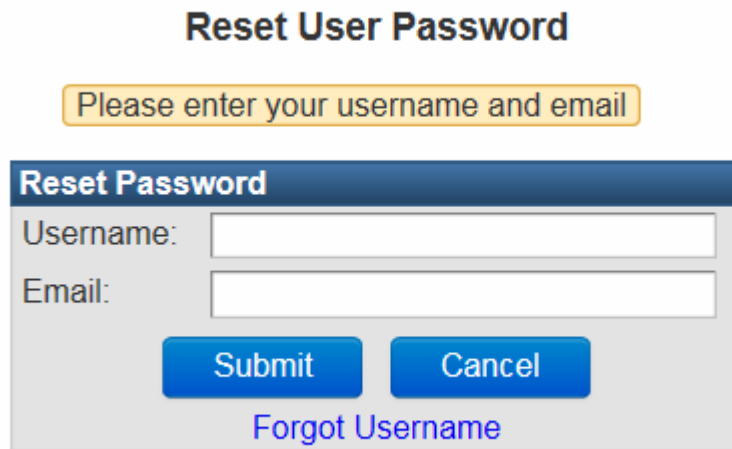
1. If user forgets their password, user will select "Reset Password" from the Main Dashboard.

2. On the next page, user will enter their username and email address. User will select "Submit".

3. Then user will see message below and click on "Back".

Reset User Password

Your request has been fulfilled! Please check your e-mail for additional instructions to finish resetting your password.

Reset Password
Click here to return to the login screen.
Back

4. Maven searches for a match of that email address, and if found, sends the username associated with that email address. User will look for an email from allen.irby@dshs.texas.gov with the subject "Please confirm password reset". When user opens the email, they will see:

"You have requested for your password to be reset. If you did not reset your password, please contact the system administrator for additional assistance. Please click on the link below to reset your password:

http://dshs4spwlmid1.dshsco.state.tx.us:8052/thisis/resetPassword.do?loginName=xxxxxxx&authCode=95D323D6435B8F3DE9ACDFB419C58F7000B653168CFBB20F0D12E414978430AE "

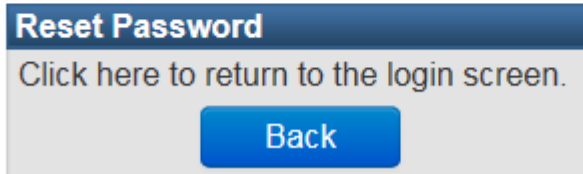5. User will select the link and it will take user to the Maven page to Reset User Password.

Reset User Password

Reset Password
Username:	ynguyen
Security Question:	What was your first pet's name?
Security Answer:	
New Password:	
Confirm Password:	

Submit   Cancel

6. The user will have to type the correct answer to the security question that the user previously set up in their his/her user profile. User will then enter a New Password and Confirm Password. User will select "Submit". User will see message below:

Reset User Password

Security question was answered correctly! Password has been changed.

Reset Password

Click here to return to the login screen.

Back

7. Maven will take user back to the Main Dashboard. User will receive an email from allen.irby@dshs.texas.gov with the subject "Password has been reset". (*Check you junk mail box, email may have gone in junk mail and will need to be moved into your inbox.) When user opens the email, they will see:

"Please contact allen.irby@dshs.texas.gov if you have not reset your password intentionally"

**Please contact Allen Irby if your password was not reset intentionally and ignore if it was intentional.